

Q. PLEASE SUMMARIZE ORS'S RECOMMENDATIONS FOR THE PUMPING CHARGE FOR CUSTOMER LETTS TANKS.

A. ORS recommends the Company be required to offer the customer alternative options, similar to those adopted by the Commission in Order No. 2008-492, Docket No. 2007-359-WS which expand choice for BGWC customers and provide certain customer protections. To protect customers, ORS requests the Commission approve the following modifications to the proposed Pumping Charge:

- 1) Require BGWC to provide an estimate of the actual cost of the pumping service to the customer prior to the work being scheduled and completed.
- 2) Allow the customer to seek alternative options for the pumping service to their LETTS Tank by obtaining quotes/estimates from third-party vendors and contractors.
- 3) Require the customer to approve and authorize BGWC to provide pumping services in writing prior to service being performed.
- 4) The Pumping Charge may not exceed the estimate of the actual cost BGWC provided to the customer. Additionally, the cost charged to the customer should not exceed the amount charged to BGWC by any third-party vendors or contractors who perform the work.
- 5) If the customer chooses to use an alternative third-party vendor to perform services on their LETTS Tank, BGWC may oversee and inspect the work but will not charge the affected customers for the personnel and overhead costs incurred in managing the LETTS Tank related work.